BHD MILWAUKEE COUNTY Behavioral Health Division

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Tips and Tricks

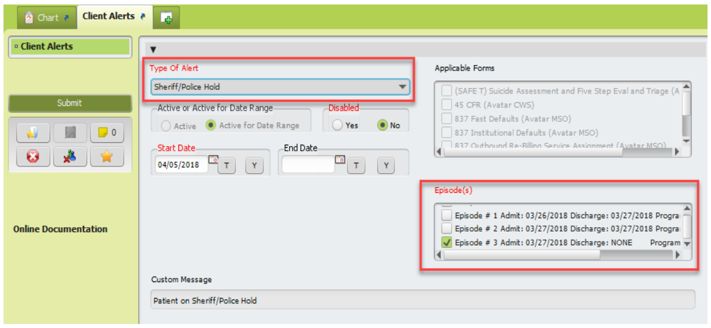
Client Alerts- client alerts are used to convey critical information that staff need to access quickly and review frequently in order to provide safe client care and services.

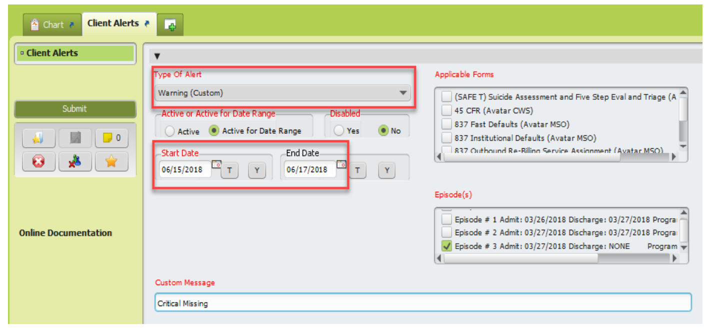
New/revised client alert types

Old Alert Description	**New Alert Description**
History of Violent Behavior in PCS	History of Violent Behavior at BHD
Advanced Directive-No Code	Do Not Resuscitate Order-State of WI
Choking Hazard	History of Swallowing Difficulty
History of Concealing Contraband	History of Concealing Contraband/Weapons
History of Self-harm Behavior in PCS	History of Suicidal Acts or Self-harm at BHD
Needs Interpreter	Interpreter Needed
Pick-up Order	Patient has Valid Retention Order on File
Reported Sex Assault Act at BHD	Reported History of being a Victim of Significant Trauma at BHD
Current Alert Description	**Alert Changes**
Sheriff/Police Hold	This is now an episodic alert
HX of Polydipsia	Replaced with custom alert *(**approved by physician, nurse manager, or supervisor**)*
Falls Risk	This is now a date range alert
Critical Missing	Replaced with custom alert *(**approved by physician, nurse manager, or supervisor**)*
Advanced Directive-No Code	Do Not Resuscitate Order-State of WI, **this is now an episodic alert**
Alert Description/No Changes	
Elopement Risk	
Guardianship not Verified	
Guardianship Verified and Papers on File	
History of Disruptive Behavior in PCS	

Policy Considerations

1. Alerts are entered only by staff who have access to do so. Staff entering alerts include, but are not limited to, registered nurses, social workers, and select legal staff.
2. Standard alerts are limited to the alerts listed in the table. Custom alerts can be created as needed for information that is critical to care for the client. <u>Custom alerts must be approved by a medical director, nursing manager, supervisor, or physician.</u>
3. Some standard alert types are now episodic (i.e. Sheriff/Police Hold, Do Not Resuscitate Order) or require a date range (Falls Risk). For episodic alerts, select the appropriate episode of care for the alert.

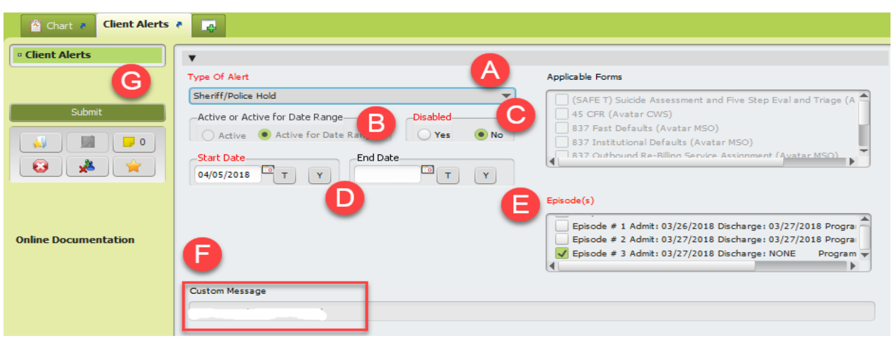




4. All alerts are to be reviewed at the time of discharge from the facility by the discharging nurse. All episodic, clinical alerts are to be discontinued at discharge.

To create a client alert, open the Client Alerts form for the selected client.

A. Select the Type of Alert from the drop-down list. For Custom Alerts, <u>always</u> select, *Warning (Custom)*. <u>Do not use</u>, *Error (Custom)* as this will lock the client's chart.
B. Select either Active or Active for Date Range (if applicable).
C. The default is No. <u>When ending an alert, it's important to select **Yes** and enter an end date.</u>
D. Enter the Alert Start Date. For Custom Alerts, enter a <u>start and end date</u> whenever possible.
E. Select the appropriate Episode(s) of Care.
F. For Custom Alerts, enter the customized message here (**only by approval**).
G. Click Submit.



Client alerts are found on the client banner when documenting in an episodic form and in Chart View.